NEVADA webIZ

Powering Nevada's Immunization Registry

PATIENT RECORD DUPLICATES
The Importance of keeping Nevada WebIZ clean

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Published June 2011

As of May 2011, Nevada WebIZ contained 2,259,820 patient records- incredible! Our Program thanks the many users around the state for their diligence in making Nevada's registry a success.

Did you know that, out of those records, WebIZ identifies approximately 8.6% as possible duplicate patient records? While this doesn't seem like a large percentage, it equates to a whopping 195,335 possible duplicates. Nevada State Immunization Program (NSIP) staff constantly works to resolve all duplicate records, and the process takes a large amount of time and effort.

While running a report helps us find possible duplicates, searching thoroughly for patients before creating a new record will always serve as the best defense against duplication. Duplicate records not only affect the integrity and accuracy of our WebIZ database, they decrease user productivity and efficiency because of the time needed to complete the "de-duplication" process.

Most importantly, patients may suffer as a result of a duplicate record. If a physician's office bases care decisions on a particular WebIZ immunization record without realizing a duplicate record exists (with different immunizations recorded), they may recommend immunizations the patient already received. Administering duplicate immunizations generates unnecessary costs and loss of time for both patients and medical offices.

How do we avoid duplicating a patient record in WebIZ? Always thoroughly search for the patient's information to find whether or not a record exists. Use the "Best Practice for Patient Searches" tips found on the NSIP website at *http://health.nv.gov/Immunization_WebIZ_Training.htm*. Search smart by entering criteria that will generate several possible results that match your patient. If you must create a new patient record, always thoroughly search the list of patients provided through the "second search" BEFORE selecting "Proceed with Create."

If you find any duplicate patient records or suspect duplicate patient records, please contact the Nevada WebIZ Help Desk at 775-684-5954 or, toll-free, at 1-877-689-3249, or by email at izit@health.nv.gov. Please provide the patient ID #s and, if possible, indicate which patient record you want kept. ***Please avoid including any additional identifying information.*** The Help Desk will review and combine duplicate records as appropriate. Read our HL7 Update article on page 3 for more information on the importance of duplicate elimination.

NOTE: Writing the Nevada WebIZ patient ID # in your patient's chart will help to locate that record instantly for future reference.

NV WEBIZ DATA

NEVADA WEBIZ: THE "STATS"

The Nevada WebIZ Program is happy to announce a new newsletter feature! In each issue, we will bring you the latest statistics showing how Nevada WebIZ is used statewide, and how quickly we are growing. Enjoy!

Number of:
Providers (organizations):	**899**
Clinics (physical sites):	**1,800**
Active Users:	**7,197**
Patient Records:	**2,266,692**
Vaccinations:	**21,799,776**

(statistics as of June 2011)

HEY, NEVADA– REMIND THEM!

The Nevada State Immunization Program (NSIP), Nevada WebIZ, Immunize Nevada and the Northern Nevada Immunization Coalition believe that **sending vaccination reminders** can help to raise immunization coverage rates. They also want you to know that they can help!

As you know, NSIP/the Nevada WebIZ Program calls and sends postcards to Nevada children with at least one dose of Prevnar documented in the registry. Through a special project with Pfizer Inc. (formerly Wyeth), the state reminds parents on behalf of Nevada's providers, but opportunities also exist for providers to institute their own reminder process.

Visit www.immunizenevada.org or call (775) 770-6714 to learn about reminder resources from Immunize Nevada. Visit www.vaccinatebeforeyougraduate.org or call (775) 770-6713 to learn about the Northern Nevada Immunization Coalition's new campaign to target teen immunization. On the website you'll find materials that can help educate patients and increase the likelihood they'll return to complete a vaccine series.

In addition, Nevada WebIZ Trainers will always lend a hand, providing mini-trainings on the use of WebIZ's Reminder/Recall function. Please see the last page of the newsletter for our trainers' contact information and give them a call to request Reminder/Recall guidance by phone or in your office.

REQUIRED ENTRY: IMMUNOBIOLOGICS

On May 31, 2011, the Nevada State Immunization Program issued a technical bulletin to clarify the data required for entry into Nevada WebIZ. Our registry law requires entry of immunizations, and, according to the CDC, "…immunization can be active or passive," meaning a variety of immunobiologics, not only vaccines, can provide immunity. Types of immunobiologics include vaccines, toxoids, immune globulins, and antitoxins. Medical providers must document all immunobiologics administered for protection against vaccine-preventable diseases. Examples include (not limited to):

Immunobiologics with required entry
- HBIg (hepatitis B immune globulin)
- RIg (Rabies immune globulin)
- TIg (Tetanus immune globulin)
- VZIg (varicella-zoster immune globulin)
- Vaccinia immune globulin
- Diphtheria antitoxin

Immunobiologics not currently required for entry
- Rho(D) immune globulin (i.e. RhoGAM, Rhophlyac, etc.)
- Non-specific immune globulin (IG) *except when used as prophylaxis for hepatitis A exposure*
- RSV treatment (Synagis, aka palivizumab)

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LEGACY DATA ENTRY PROJECT

The Legacy Data Project continues! Our three data entry staff work hard each week entering immunization histories into Nevada WebIZ, helping to complete records. Our current focus: Children born between 2007 thru 2011. We regularly visit offices in both northern and southern Nevada. Please see the "Who to Contact" page to request assistance. Since July 2010, the staff members involved in the Legacy Data Project have made great progress. With their dedication they have entered:

- 75,698 total vaccinations (all ages),
- 54,826 historical vaccinations (for those born on or after 1/1/07),
- and 8,006 historical vaccinations in May alone!

(data as of June 7, 2011)

Wow! That's a lot of data!

HL7 UPDATE

Great news! Nevada WebIZ recently created a Health Level 7 (HL7) webpage to educate providers and stakeholders on the requirements and procedures for HL7 immunization data exchange. Visit the page at http://health.nv.gov/Immunization_hl7.htm.

Our first provider, Southwest Medical Associates, went live with data exchange on 03/01/2011. Happily, the process has run very smoothly. Testing has begun with many providers that plan to go live within the next six months.

Providers begin the HL7 process by resolving duplicate patient records and immunizations. Though very time consuming, the success of the project depends upon it. When an HL7 message comes across multiple records for one patient, the system cannot determine which record to use, and so creates another record, compounding the duplicate problem. We cannot stress enough the importance of data quality!

A quick note about *__meaningful use__*: Many electronic health/medical record (EHR/EMR) vendors have inquired about "vendor validation" without working with a provider. We give preference to those vendors with providers ready to begin the HL7 process. We have begun work on a "vendor validation" process and, when complete, will post the information on our HL7 webpage.

NV WEBIZ REPORTS
A cautionary tale...

Though we encourage all users to take advantage of the variety of reports Nevada WebIZ has to offer, we also ask that you use caution when generating them. Each report offers various criteria users can select, and most allow for entry of a date range. For example, if you want to see how many vaccinations your clinic entered during the month of May 2011, you would generate a Dosage Report using a date range of 05/01/2011-05/31/2011. Nevada WebIZ can support regular generation of reports of this type; however, users must keep in mind that, as the date range gets larger, the system must review more data, and the longer it takes to generate. Generating reports for a range of a year or more can rob the system of its ability to support all users currently logged in, and contributes greatly to the occurrence of latency, or slowness in the system, witnessed by all users. Please keep this in mind the next time you need to generate a report- you may want to run the report in "off hours" (before 8am or after 5pm). If you must obtain data for a large period of time, please contact our Data Analyst for assistance. Together, we can keep Nevada WebIZ running smoothly!

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NV WEBIZ STAFF

NEW ADDITIONS TO THE TEAM

Please welcome...

...Liz Smith to the Nevada WebIZ team! In May 2011, Liz joined the program as the new Help Desk Manager. Many users have already heard her sunny voice, as she helps them with everything from resetting passwords to reviewing immunization records. Liz will manage and analyze the effectiveness of WebIZ user assistance, creating new ways to provide guidance, maintaining contact with users and ensuring a steady flow of support for all WebIZ users. She has jumped in with both feet, and always enjoys learning more. Her positive attitude and contagious laugh make her an asset to the program. Welcome, Liz!

and...

...Melissa Madera! Melissa has worked with the Nevada State Immunization Program (NSIP) since September 2009, providing invaluable support to all aspects of the Program, including the H1N1 influenza vaccination effort. Melissa officially joined the Nevada WebIZ team in April of this year. She works tirelessly to resolve possible duplicate records in WebIZ, helping to keep us on track with HL7 testing. She also provides support to the NSIP's Perinatal Hepatitis B Program and various special projects.
Welcome, Melissa!

NV WEBIZ Q & A

Dear Nevada WebIZ,

Q: A patient's WebIZ immunization record shows a vaccine with a little red syringe next to it. When I hold my cursor over it a note pops up that says "This dose has not been administered." Should I count this as an administered vaccine?

A: The red syringe icon indicates that the clinic has not yet completed the vaccine entry by entering the vaccine's lot details (on the "Administer" screen). When you encounter the red syringe icon, please always let our Help Desk know by contacting us through email at izit@health.nv.gov or by phone at 775-684-5954 (Carson City/Reno area) or 1-877-689-3249 (toll-free long-distance). The Help Desk will contact the office that entered the information to verify that the patient did receive the vaccine and correct it on the immunization record. You can also check to see if your office has added but not administered any vaccines by running the "Vaccines added but not administered" report **(type 2 & 3 providers only)**. Find this report under the "Data Quality-User" section in Reports.

Dear Nevada WebIZ,

Q: Our office participates in the Vaccines for Children (VFC) Program and we would like to know if we can run a WebIZ report that would give us the number of patients we vaccinated with VFC vaccines.

A: Yes*- *if your office uses WebIZ as a "Type 2" or "Type 3" provider* (you capture lot details, including funding source). You may run the "Patient List/Counts By Clinic" report. To run this report, click on Reports on the main menu and scroll down to the Patient Management section. Click on "Patient List/Counts By Clinic Report" and fill out the required fields, making sure to select "VFC" as the funding source. This report will give you the number of patients your office vaccinated with VFC-funded vaccine.

*Please note: This report counts the number of visits to your office. If an individual visits your office multiple times during the date range entered (Vaccination Date (from/to)), the report counts them once for *each visit made*; therefore, we suggest running this report for no more than a month at a time.

EDUCATION OPPORTUNITIES

WEBIZ USER TRAININGS

CEU'S

Nurses and pharmacists can now earn continuing education credits (CEU's) by attending Nevada WebIZ training.

We also now offer "view-only" trainings with CEU's available for child care facility staff (through the Nevada Registry).

To receive credit:

- Complete training from a certified Nevada WebIZ trainer.
- Sign in at your training–don't forget to include your license number!
- Receive a certificate via email or mail and submit through your normal channels.

NORTHERN & RURAL NEVADA

Reno

Jul 20:	8:30am - 11:30am	OR	1pm - 4pm
Aug 24:	8:30am - 11:30am	OR	1pm - 4pm
Sept 21:	8:30am - 11:30am	OR	1pm - 4pm
Oct 19:	8:30am - 11:30am	OR	1pm - 4pm
Nov 16:	8:30am - 11:30am	OR	1pm - 4pm
Dec 15:	8:30am - 11:30am	OR	1pm - 4pm

Classes held at:
The Brown Center (Washoe Co. School Dist. Admin Building)
14101 Old Virginia Road
Reno, Nevada

Carson City

Aug 25:	8:30am - 11:30am	OR	1pm - 4pm
Sept 22:	8:30am - 11:30am	OR	1pm - 4pm
Oct 20:	8:30am - 11:30am	OR	1pm - 4pm
Nov 17:	8:30am - 11:30am	OR	1pm - 4pm

Classes held at:
State of Nevada
ITS Training Facility
727 Fairview Drive, room B
Carson City, Nevada

Elko

Jul 12:	9:00am - 12:00pm	OR	1:30pm - 4:30pm

Classes held at:
State of Nevada
Division of Welfare & Supportive Services (DWSS)
1020 Ruby Vista Drive #101
Elko, Nevada

To request a registration form for a northern or rural session, call 775-684-5996.

SOUTHERN NEVADA

Data Entry Training		**View-Only Training**	
Jul 21:	8:30am-11:30am	**Jul 21:**	1pm-4pm
Aug 25:	1pm-4pm	**Aug 25:**	8:30am-11:30am
Sept 29:	8:30am-11:30am	**Sept 29:**	1pm-4pm
Oct 21:	1pm-4pm	**Oct 21:**	8:30am-11:30am
Nov 17:	8:30am-11:30am	**Nov 17:**	1pm-4pm
Dec 8:	1pm-4pm	**Dec 8:**	8:30am-11:30am

Classes held at:
Clark County Government Center
500 South Grand Central Parkway
Las Vegas, Nevada

To request a registration form for a southern session, call 702-486-0579, ext 224.

NEVADA WEBIZ SUPPORTED BY THE STATE OF NEVADA AND CDC GRANT # 5H23IP922549-09

WHO TO CONTACT

If you need to…	Contact…

• Enroll your practice/school/facility to use WebIZ
• Set up new users in WebIZ
• Report technical difficulties
• Reactivate an inactive user account
• Deactivate a former employee account
• Combine duplicate WebIZ records
• Unlock your account
	Nevada WebIZ Help Desk
	Victor Lamas, Help Desk Specialist
	Liz Smith, Help Desk Manager
	*Phone:*775-684-5954 or
	         877-689-3249
	         (Toll-free within NV only)
	Email: izit@health.nv.gov

• Set up training for your practice/school/childcare facility • Send a new employee to training • Request refresher training • Request WebIZ training on a specific topic	***Nevada WebIZ Training Team*** **Northern and Rural Nevada** Janet Osalvo, Northern NV WebIZ Trainer *Phone*: 775-684-5996 *Email*: josalvo@health.nv.gov **Southern Nevada** Gwen Navarrete, Southern NV WebIZ Trainer *Phone*: 702-486-0579, ext. 224 *Email*: gnavarrete@health.nv.gov
• Find out if your practice is eligible for HL7 electronic data exchange	***HL7 Data Exchange*** Heidi Dolder, HL7 technician *Phone*: 775-684-4238 *Email*: hdolder@health.nv.gov
• Ask questions pertaining to data or statistics	***Nevada WebIZ Data and Statistics*** Dane Bay, Data Analyst *Phone:* 775-684-4139 *Email:* dbay@health.nv.gov
• Request WebIZ support at a Health Fair or major immunization event	***Nevada WebIZ Main Office*** Mandy Harris, Nevada WebIZ Manager *Phone*: 775-684-4258 *Email*: asharris@health.nv.gov
• Inquire about assistance in entering full immunization histories for patients born in 2007-2010	***Legacy Data Project*** **Northern and Rural Nevada** Dale Sawyer, Data Entry Specialist *Phone*: 775-684-4273 *Email*: dsawyer@health.nv.gov **Southern Nevada** Tiffani Hart, Data Entry Specialist *Phone*: 702-486-0579, ext. 222 *Email*: thart@health.nv.gov OR Jane Lamastus, Data Entry Specialist *Phone*: 702-486-0579, ext. 223 *Email*: jlamastus@health.nv.gov